



# **How To Guide**

**Submit and Pay the BCITF  
Levy for Construction Work/s  
using the CTF Levy Portal**

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## Who is this guide for?

The Building and Construction Industry Training Fund Levy (“the CTF levy”) applies to all residential, commercial, civil, and resources sector construction work in WA with an estimated value of more than \$20,000.00.

This guide is for anyone who needs to:

- **Pay the levy for construction work**, i.e., for a single project.
- **Pay the levy for multiple construction works**, i.e., for multiple projects.
- **Update the final construction value**, i.e., the final value of the construction work or project.

## Login to the CTF levy portal

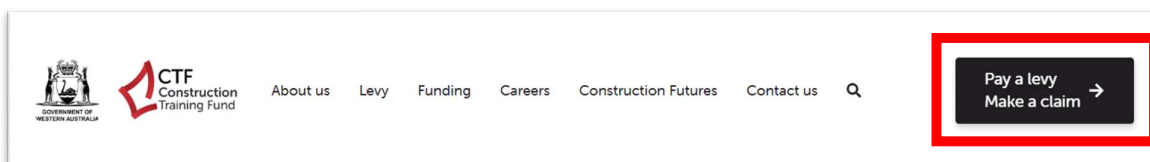
### 1) Before you get started, make sure you have all the information you need to login.

This includes:

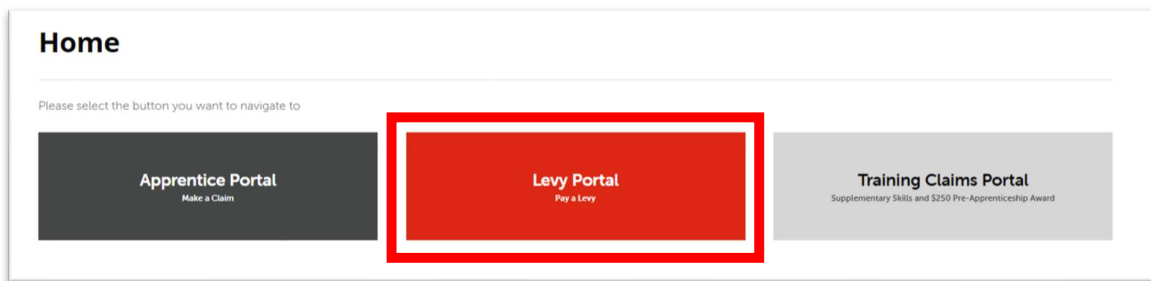
- **User name** (the email registered)
- **Password** (your password for the account)
- **Access to your email** (used to verify a code that will be sent to your registered email address)

### 2) Navigate to the CTF portal at [www.ctf.wa.gov.au](http://www.ctf.wa.gov.au)

- We recommend using Google Chrome for best functionality.
- If you have not registered on the portal before, please refer to the instructions in our ‘How to guide – CTF levy portal registration’.
- If you have forgotten your login credentials, please click “Forgot password”, or contact us.

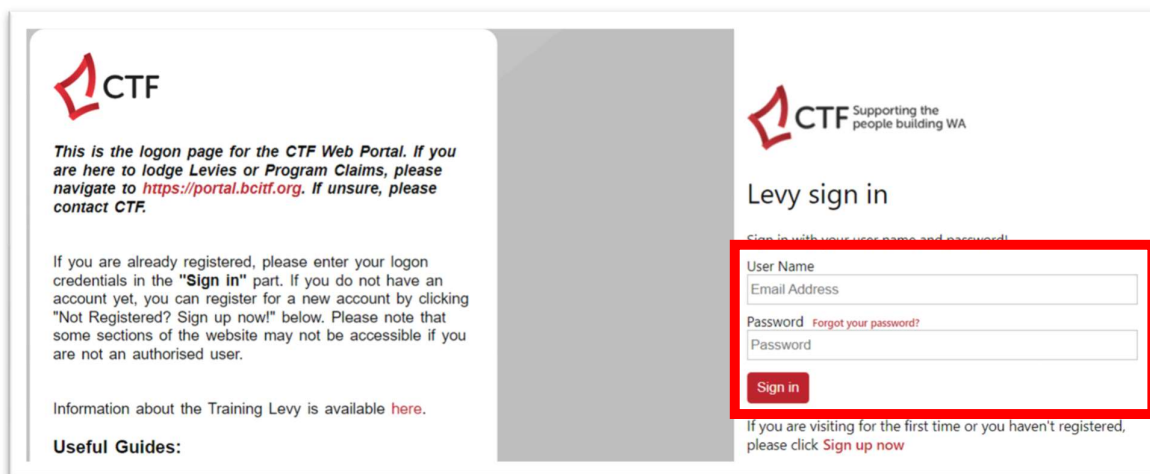


### 3) Click on the Levy Portal

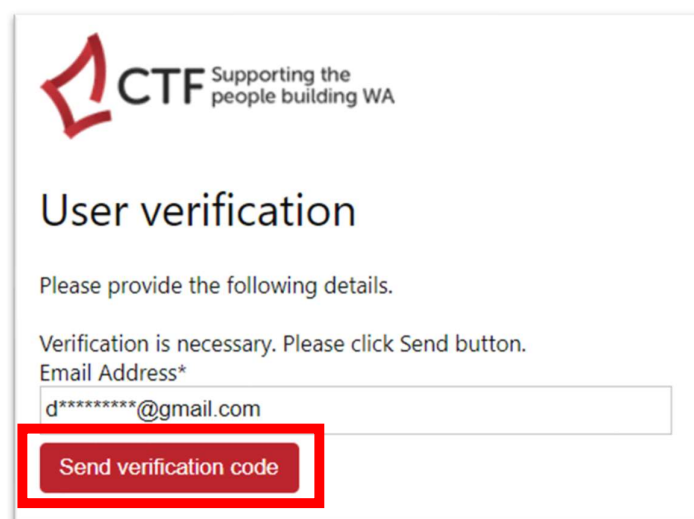


### 4) Login to the Levy Portal

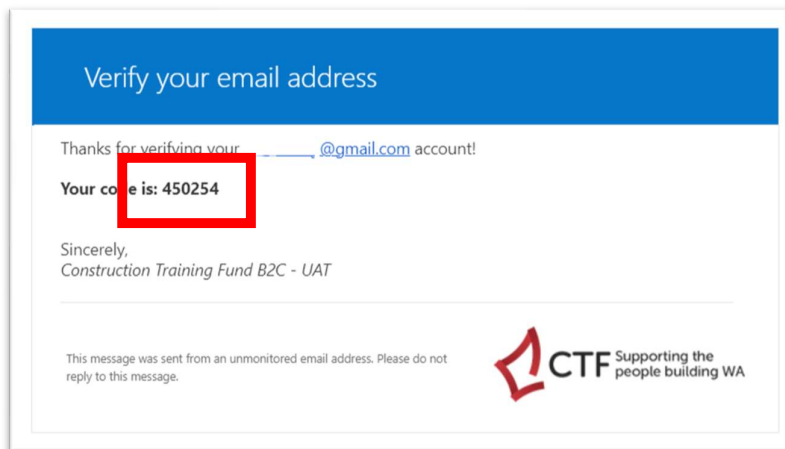
- Enter your user name and password
- Click the "Sign in" button



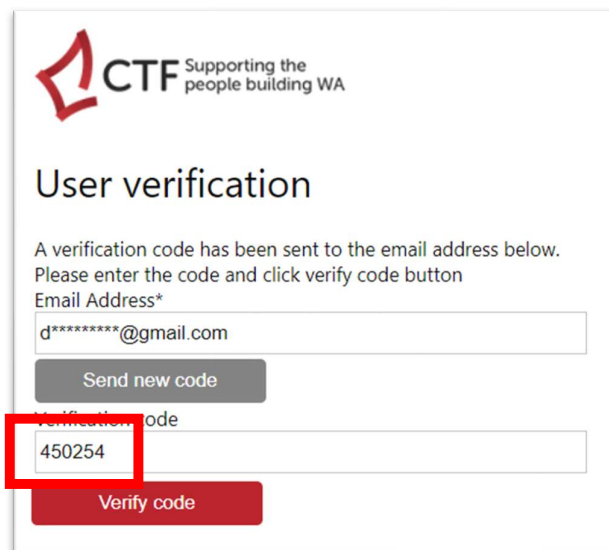
### 5) Click on the "Send verification code" button.



- 6) Check your email inbox and junk/spam folder for the verification code from Construction Training Fund.

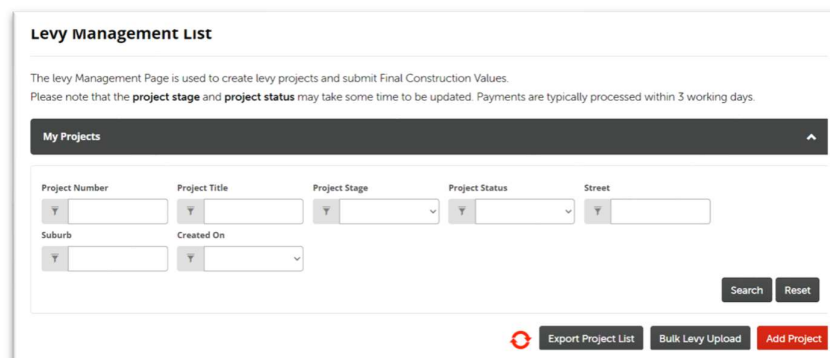


- 7) Enter the verification code and click on the "Verify code" button.

A screenshot of the "User verification" page. It features the CTF logo at the top. The text says: "A verification code has been sent to the email address below. Please enter the code and click verify code button". There is a text input field for "Email Address\*" containing "d\*\*\*\*\*@gmail.com". Below it is a "Send new code" button. Then there is a "Verification code" label and a text input field containing "450254", which is highlighted with a red box. At the bottom is a red "Verify code" button.

- 8) If your login is successful, you will see the Levy Management List.

- The Levy Management List shows all the levy payments linked to your account.

A screenshot of the "Levy Management List" interface. At the top, it says "Levy Management List". Below that, a note states: "The levy Management Page is used to create levy projects and submit Final Construction Values. Please note that the project stage and project status may take some time to be updated. Payments are typically processed within 3 working days." There is a section titled "My Projects" with a dropdown arrow. Below this are several filter fields: "Project Number", "Project Title", "Project Stage", "Project Status", "Street", "Suburb", and "Created On". Each field has a dropdown arrow. At the bottom right of the filters are "Search" and "Reset" buttons. At the very bottom, there are three buttons: "Export Project List" (with a download icon), "Bulk Levy Upload", and "Add Project".

## Pay for a single levy submission

These instructions are for paying a single levy submission.

If you would like to register multiple levy submissions at one time, please refer to the [Pay for multiple construction works](#) section on page 27.

### 1) Before you get started, make sure you have all the information you need.

This includes:

- **Project number** - your unique reference assigned to this work.
- **Project Title** - your reference.
- **Contract reference number / government contract number** - if this work is performed under a government contract, please include the government contract reference number.
- **Levy sector** - residential, commercial, civil, resources.
- **Issuing authority** - any authority that has issued your building permit (if required for this work). For example, City of Perth, City of Albany, etc.
- **Description of works** - short explanation of the work being undertaken.
- **Expected commencement date of construction work**
- **Expected completion date of construction work**
- **Estimated total value of construction work including GST** - estimated total value. Do not use \$ or dot points. Round up to the nearest dollar. E.g., 22000
- **Physical address** where the construction work is occurring

### 2) Click on the “Add Project” button

The screenshot shows the 'Levy Management List' interface. At the top, there's a header 'Levy Management List'. Below it, a paragraph states: 'The levy Management Page is used to create levy projects and submit Final Construction Values. Please note that the project stage and project status may take some time to be updated. Payments are typically processed within 3 working days.' Below this is a section titled 'My Projects' with a list of filters: Project Number, Project Title, Project Stage, Project Status, Street, Suburb, and Created On. Each filter has a dropdown arrow. At the bottom right, there are three buttons: 'Export Project List', 'Bulk Levy Upload', and 'Add Project'. The 'Add Project' button is highlighted with a red box.

**3) Fill in the details of the levy payment on the online levy form.**

The screenshot shows the 'New Project' form with the following fields:

- Project Number \* (text input)
- Project Title \* (text input)
- Project Builder \* (text input with search icon, containing 'Dennis9#39; Dongas')
- Contract Reference No / Government Contract No (text input)
- Levy Sector \* (dropdown menu)
- Levy Activities (dropdown menu)
- Category (text input with search icon)
- Issuing Authority \* (text input with search icon)

- After you begin filling in the suburb, the correct postcodes will be displayed. Selecting the suburb and postcode from the list will auto-fill the fields.

The screenshot shows the 'Suburb' and 'Postcode' fields. The 'Suburb' field has a dropdown menu with the following options:

- BELM
- BELMONT - (6104)
- BELMONT - (6984)

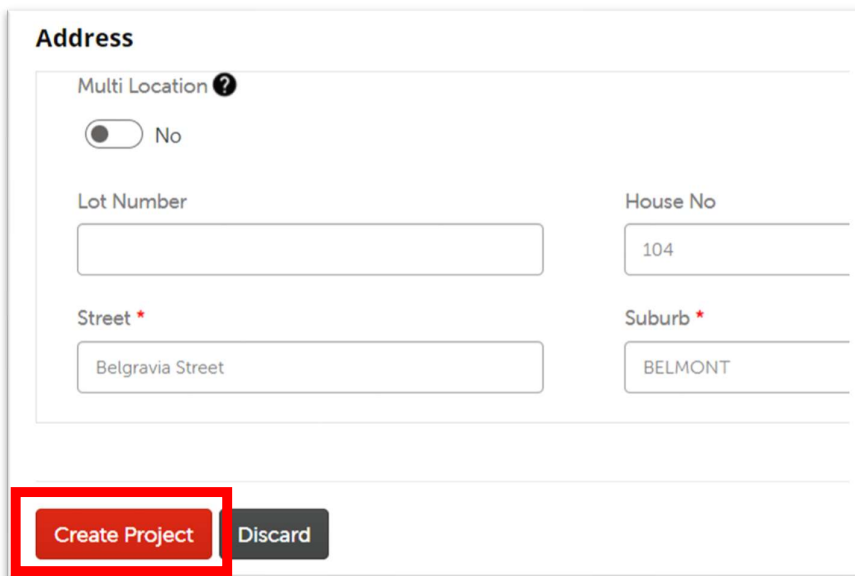
The 'Postcode' field has a text input with the placeholder text: 'Postcode: Suggestion will show after you type 4 num'.

- If the construction work will be undertaken at multiple locations, please select the “Multi Location” switch to “Yes”.

The screenshot shows the 'Address' section with a 'Multi Location' switch. The switch is currently set to 'Yes'.

- Ensure that the address is correct as this will be on the Levy Payment Receipt.

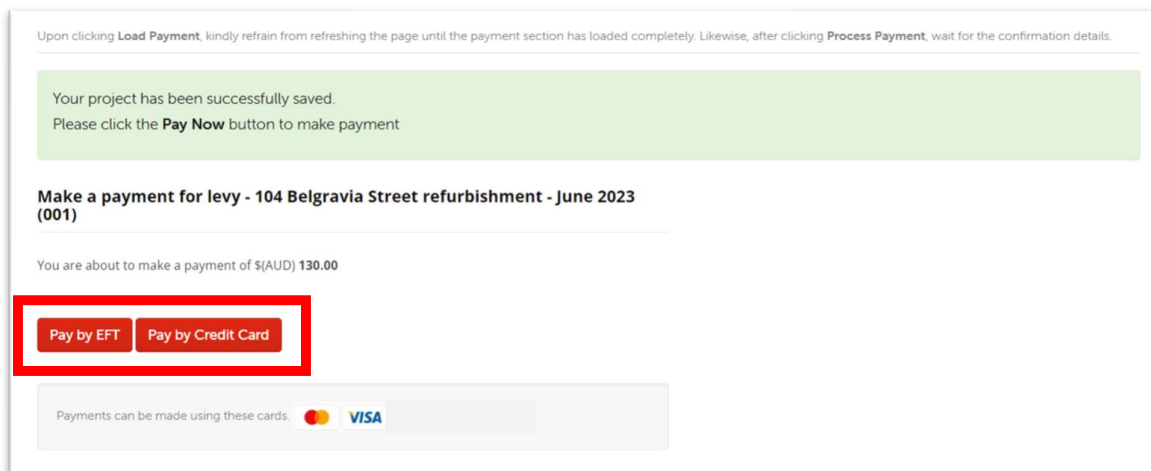
4) After completing the form, click on the “Create Project” button.



The screenshot shows a form titled "Address". It includes a "Multi Location" toggle set to "No". There are input fields for "Lot Number", "House No" (containing "104"), "Street \*" (containing "Belgravia Street"), and "Suburb \*" (containing "BELMONT"). At the bottom, there are two buttons: "Create Project" (highlighted with a red box) and "Discard".

5) Select the option to pay via Credit Card or Electronic Fund Transfer

- The levy amount will be displayed.
- Credit card payments incur a 1% surcharge which is not refundable.
- Only Visa and Master card are accepted.



The screenshot shows a payment confirmation page. At the top, it says: "Upon clicking **Load Payment**, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking **Process Payment**, wait for the confirmation details." Below this is a green box with the message: "Your project has been successfully saved. Please click the **Pay Now** button to make payment". The main heading is "Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (001)". Below that, it says: "You are about to make a payment of \$(AUD) 130.00". At the bottom, there are two buttons: "Pay by EFT" and "Pay by Credit Card" (both highlighted with a red box). Below the buttons, it says: "Payments can be made using these cards." followed by logos for Mastercard and Visa.








**6) If you're paying by credit card, fill in the credit card details and click on the "Process payment" button.**

Upon clicking **Load Payment**, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking **Process Payment**, wait for the confirmation details.

**Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (002)**

You are about to make a payment of \$(AUD) 130.00

**Pay by EFT** **Pay by Credit Card**

Payments can be made using these cards.     

Fill and click **Process Payment** before session expires - (09:28)

Cardholder Name  
CTF Test

Card Number  
4:  ✓

Expiry Date  
09  ✓ 24  ✓

CVN  
123  ✓

**Process Payment**



- The credit card payment session is open for 10 minutes. If you do not make payment within 10 minutes, please click on the "Pay by Credit Card" button again to refresh the session.
- Upon successful Credit Card payment, you will receive a reference number on screen, a levy payment request / invoice in your email, and a credit card transaction receipt in your email. You will also receive a levy payment receipt within 3 working days.

Upon clicking **Load Payment**, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking **Process Payment**, wait for the confirmation details.

**Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (002)**

You are about to make a payment of \$(AUD) 130.00

**Pay by EFT** **Pay by Credit Card**

Payments can be made using these cards.  

Your payment has been initiated. CTF will review your payment and confirm once it has been verified from the bank. Please ensure you keep the reference number for any future communication.

- Your Reference Number:  
CLP- IF-040957
- Amount: \$ 130.00

**7) If you are paying by Electronic Funds Transfer (EFT), you will receive payment details in your email address.**

- The levy payment request / invoice will be sent to email address with payment details.
- You can still click on “Pay by Credit Card” to make payment by Credit Card.
- You will receive the levy payment receipt within 3 working days.

Home / Levy Management List / **Project** / Payment

Upon clicking Load Payment, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking Process Payment, wait for the confirmation details.

**Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (001)**

You have already opted for payment by EFT of \$(AUD) 130.00 on 9/22/2023 7:29:45 AM.

Payment by EFT

Pay by EFT Pay by Credit Card

Thanks for choosing EFT. You will get an email shortly with the details. Please make the payment by bank.

**8) Click on the Project bread crumb and scroll to the bottom of the page to view the payment details:**

Home / Levy Management List / **Project** / Payment

Upon clicking Load Payment, kindly refrain from refreshing the page until the payment section has loaded completely. Likewise, after clicking Process Payment, wait for the confirmation details.

**Make a payment for levy - 104 Belgravia Street refurbishment - June 2023 (001)**

You have already opted for payment by EFT of \$(AUD) 130.00 on 9/22/2023 7:29:45 AM.

Payment by EFT

Pay by EFT Pay by Credit Card

Thanks for choosing EFT. You will get an email shortly with the details. Please make the payment by bank.

- Your selected payment method details will be shown.

The table will display the result of credit card payments e.g., approved or declined.

**Actual Construction Values**

Upon completion of the construction work, please enter the final construction values below

Actual Commencement

Actual Completion

Actual Construction Cost Including GST

**Levy Payment Details**

Reference No	Amount	Payment Status	Submitted On	Response Code	Response Text	CTF Confirmed On
CLP-3AF2CD342EFE4EEA9E857731A-170953	\$60.00	Pay by EFT	26/09/2023 12:35 PM			

9) Your levy submission and payment will be visible on the levy management page.

- You will see your new levy submission appear on the levy management list.

The screenshot shows the 'My Projects' interface. At the top, there are search filters for Project Number, Project Title, Project Stage, Project Status, Street, Suburb, and Created On. Below these filters are buttons for 'Search', 'Reset', 'Export Project List', 'Bulk Levy Upload', and 'Add Project'. A table of project submissions is displayed below. The first row of the table is highlighted with a red box.

Project No.	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
001	104 Belgravia Street refurbishment - June 2023	\$65,000.00	\$130.00	\$130.00	In Progress	Received At FFO	104 Belgravia Street Belmont 6104	21/09/2023

## View levy submission/s

1) After you login, your previous levy submissions will be shown on the Levy Management List.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
527-99	Doc CW23456	\$32,600.00	\$65.20	\$65.20	In Progress	Billed	3 Test Circle BELMONT 6064	29/09/2023
527-98	DoC CW12345	\$265,300.00	\$530.60	\$530.60	In Progress	Billed	12 Test Street ARMADALE 6112	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_2	Exodus Street pavement works	\$200,000.00	\$400.00	\$400.00	In Progress	New	12 Exodus Street ARMADALE 6112	29/09/2023
20230928_1	Hedgehog cafe fit out	\$50,000.00	\$100.00	\$100.00	In Progress	New	Genesis Road HAMMOND PARK 6164	29/09/2023

- Use the search filters above to search for a specific levy submission.

The screenshot shows the 'My Projects' interface with search filters. The filters are: Project Number, Project Title (with 'DoC\*' entered), Project Stage, Project Status, Street, Suburb, and Created On. Below the filters are 'Search' and 'Reset' buttons, which are highlighted with a red box.

- There may be multiple pages of levy submissions. Use the buttons to look through each page of levy submissions.

20230928_1	Hedgehog cafe fit out	\$50,000.00
527-99	Doc CW23456	\$32,600.00
<div> <span>&lt;</span> <span>1</span> <span>2</span> <span>3</span> <span>4</span> <span>5</span> <span>6</span> <span>7</span> <span>&gt;</span> </div>		

- The payment status tells you if there is an outstanding payment on a levy submission.
  - A levy submission with **New** payment status requires payment.
  - A levy submission with **Billed** payment status could mean one of two things: (1) you have requested to make payment via EFT and the payment request / invoice has been sent to you OR (2) you have made payment via credit card and the payment is waiting to be confirmed. Please click in the levy submission to view further details.
  - A levy submission with **Paid** payment status means payment is complete.

**2) Click on the levy submissions to view it's details.**

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
527-99	Doc CW23456	\$32,600.00	\$65.20	\$65.20	In Progress	Billed	3 Test Circle BELMONT 6064	29/09/2023
527-98	DoC CW12345	\$265,300.00	\$530.60	\$530.60	In Progress	Billed	12 Test Street ARMADALE 6112	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_3	Chobani Yoghurt shop	\$5,000,000.00	\$10,000.00	\$10,000.00	In Progress	New	3 Leviticus Circle BELMONT 6064	29/09/2023
20230928_2	Exodus Street pavement works	\$200,000.00	\$400.00	\$400.00	In Progress	New	12 Exodus Street ARMADALE 6112	29/09/2023
20230928_1	Hedgehog cafe fit out	\$50,000.00	\$100.00	\$100.00	In Progress	New	Genesis Road HAMMOND PARK 6164	29/09/2023

3) View the details of the levy submission

Home / Levy Management List / Project

View Project - TEST 20230831 1327

Edit

Query

Pay Levy

View Attachment

Batch/PO Number

CTF-PRO-001021

Project Number \* ?

TEST 20230831 1327

Project Title \* ?

TEST 20230831 1327

Project Builder

x

Q

Contract Reference No / Government Contract No

NA

Levy Sector \*

Civil

Levy Activities

Redevelopment

- Scroll to the bottom to see levy payment request / invoice details and payment history.

Levy Payment Request

Please click on the **Pay Levy** button on the top right to make payment

Request ID	Payment Status	Total Amount	Invoice Date	Customer	Email (Customer)	Request Emailed
INV-171748-S8V2V8	Received At FFO	\$200.00	31/08/2023		email_0000059498@test.com.au	

Levy Payment Details

Reference No	Amount	Payment Status	Submitted On	Response Text	Bank Response Code	CTF Confirmed On
CLP-A85AA6606167457B96CC3819B-900953	\$200.00	Verification Completed		Approved	00	

- To go back to the Levy Management List, click on the Levy Management List link at the top of the page.

Home / 

Levy Management List

 / Project

View Project - TEST 20230831 1327

## Edit a levy submission

### 4) You can only edit levy submissions prior to billing and payment.

- Most details of a levy submission cannot be edited if the levy payment request / invoice has been sent to you or if you've already made payment. The payment status must be "New".
- The Project Number cannot be updated.
- If you require a refund for a cancelled project, please go to [Requesting for a refund for cancelled construction work](#) section on page 17.

### 2) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

Project Number: 003  
 Project Title:   
 Project Stage:   
 Project Status:   
 Street:   
 Suburb:   
 Created On:   
 Search Reset

- Click on the levy submission to view its details.

Project No.	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
003	104 Belgravia Street refurbishment - June 2023	\$65,000.00	\$130.00	\$130.00	In Progress	New	104 Belgravia Street BELMONT 6104	22/09/2023

### 3) Click on the "Edit" button to edit the levy submission.

**View Project - 003** Edit Query Pay Levy View Attachment

Batch/PO Number: CTF-DENNI-22092023-001054

Project Number: 003

Project Title: 104 Belgravia Street refurbishment - June 2023

Project Builder:   
 Contract Reference No / Government Contract No: CW123456

**4) Edit details of the levy submission as required.**

**Edit Project - 003**

Batch/PO Number  
CTF-DENNI-22092023-001054

Project Number \* ?  
003

Project Title \* ?  
104 Belgravia Street refurbishment - June 2023

Project Builder  
Contract Reference No / Government Contract No  
CW123456

Edit Query Pay Levy View Attachment

**5) When you have completed editing the project, scroll to the bottom and click on “Update”.**

Update Cancel Project

**6) You will be brought back to the “View Project” page with a message showing the update was successful.**

**View Project - 003**

Updated Successfully!

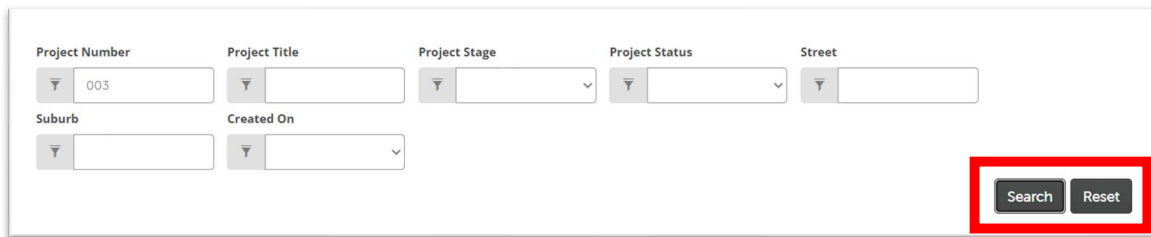
## Cancel a levy submission

**1) You can only cancel levy submissions prior to billing and payment.**

- A levy submission cannot be cancelled if the levy payment request / invoice has been sent to you or if you’ve already made payment. The payment status must be “New”.
- If you require a refund for a cancelled project, please go to [Requesting for a refund for cancelled construction work](#) section on page 17.

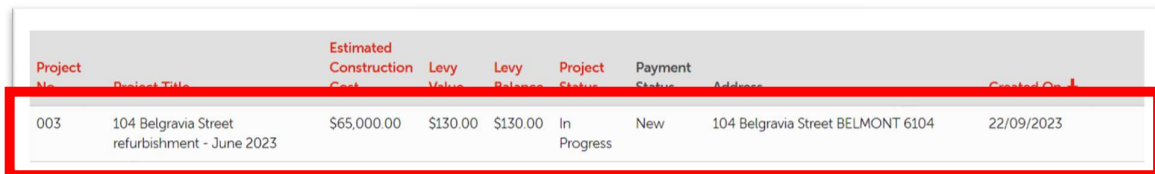
**2) Select the levy submission on the Levy Management List to view the levy submission.**

- You may use the filters to search for the levy submission.

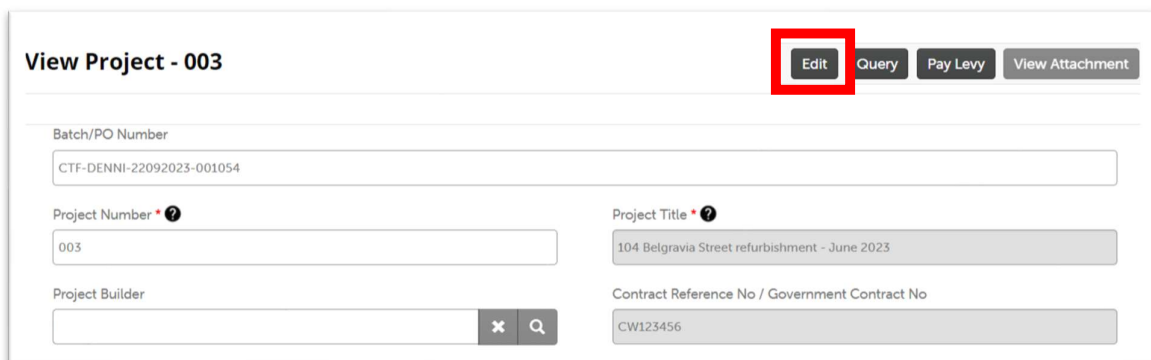


Search filters for the Levy Management List. The filters include: Project Number (dropdown with '003'), Project Title (text input), Project Stage (dropdown), Project Status (dropdown), Street (text input), Suburb (dropdown), and Created On (dropdown). A red box highlights the 'Search' and 'Reset' buttons.

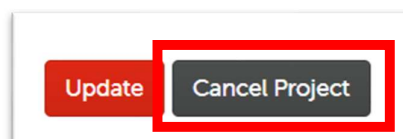
- Click on the levy submission to view its details.



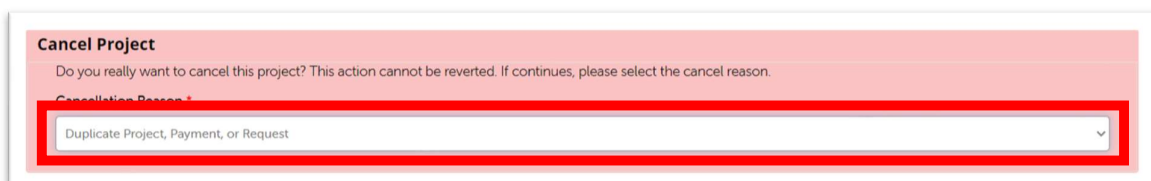
Project No.	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On
003	104 Belgravia Street refurbishment - June 2023	\$65,000.00	\$130.00	\$130.00	In Progress	New	104 Belgravia Street BELMONT 6104	22/09/2023

**3) Click on the “Edit” button to edit the levy submission.**

View Project - 003. The form includes an 'Edit' button (highlighted with a red box), 'Query', 'Pay Levy', and 'View Attachment' buttons. The form fields include: Batch/PO Number (CTF-DENNI-22092023-001054), Project Number (003), Project Title (104 Belgravia Street refurbishment - June 2023), Project Builder (text input with clear and search buttons), and Contract Reference No / Government Contract No (CW123456).

**4) Scroll to the bottom and click on “Cancel Project”.**

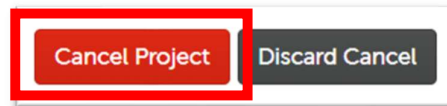
Buttons for 'Update' and 'Cancel Project'. The 'Cancel Project' button is highlighted with a red box.

**5) Select the cancellation reason from the dropdown box.**

Cancel Project form. The form includes a message: 'Do you really want to cancel this project? This action cannot be reverted. If continues, please select the cancel reason.' Below the message is a dropdown menu for 'Cancellation Reason' with the selected option 'Duplicate Project, Payment, or Request' (highlighted with a red box).



6) Click on “Cancel Project” to complete the cancellation process.



7) You will be brought back levy management page.

- The levy submission will not appear in the list.
- If the levy submission continues to appear on the list, please refresh the list.

A screenshot of the 'Levy Management List' page. The page has a header 'Levy Management List' and a sub-header 'My Projects'. Below the sub-header is a table with columns: Project Number, Project Title, Project Stage, Project Status, Street, Suburb, and Created On. There are search and reset buttons at the bottom right. A red box highlights a circular refresh icon located between the search/reset buttons and the 'Export Project List' button.

## Request a refund for cancelled construction work or a duplicate levy payment

1) You will need the following information to process a refund for cancelled construction work.

- Levy can be refunded where the construction work is not being undertaken by another construction work e.g., a BA19 change of builder has not been processed.
- You will need evidence of construction work cancellation.

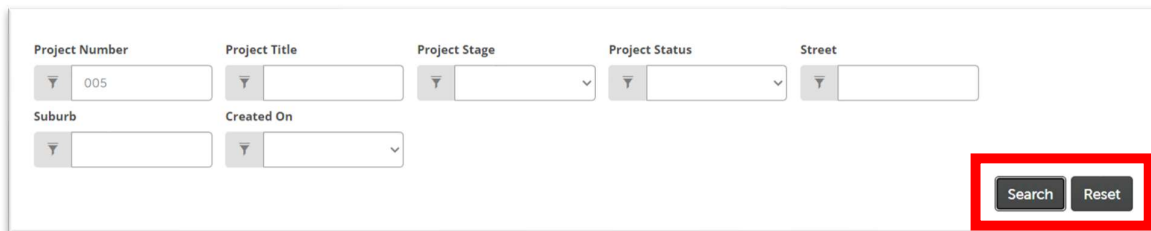
If you have applied for a building permit for the works, please provide a notice of cessation from the Local Government.

If you have not applied for a building permit or a building permit is not required, please provide a statutory declaration stating that the construction work has been cancelled. Please contact us if you require a template for the statutory declaration.

- A refund can be processed after the levy has been paid. If the levy was paid through the Local Government, a refund can be processed after the Local Government remits the levy to us.

**2) Select the levy submission on the Levy Management List to view the levy submission.**

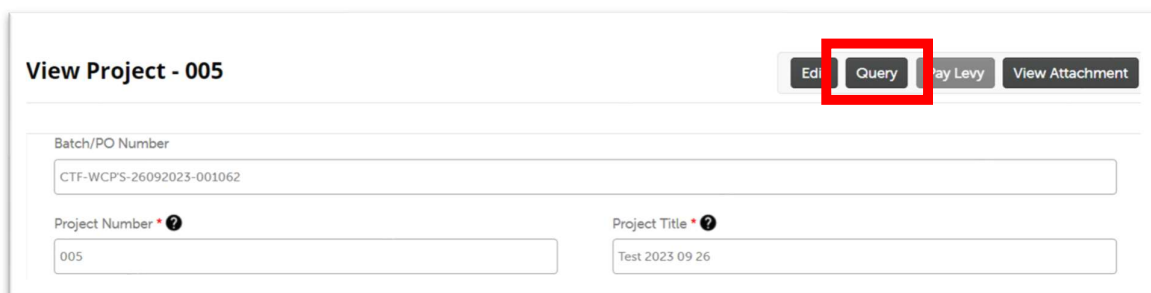
- You may use the filters to search for the levy submission.



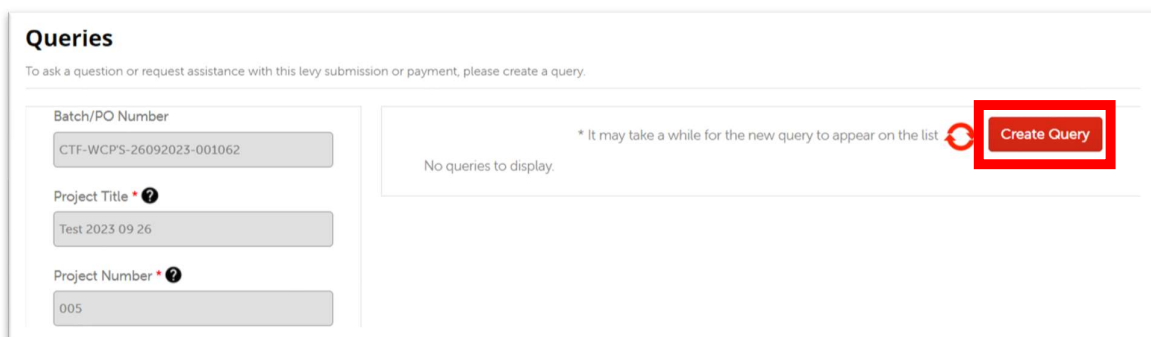
Search filters for the Levy Management List. The filters include: Project Number (dropdown with '005'), Project Title (dropdown), Project Stage (dropdown), Project Status (dropdown), Street (dropdown), Suburb (dropdown), and Created On (dropdown). A red box highlights the 'Search' and 'Reset' buttons.

- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

**3) Click on the “Query” button.**


View Project - 005. The form includes a 'Batch/PO Number' field with the value 'CTF-WCPS-26092023-001062'. Below this are two rows of fields: 'Project Number' (005) and 'Project Title' (Test 2023 09 26). A red box highlights the 'Query' button in the top right corner.

**4) Click on “Create Query” button.**


Queries. To ask a question or request assistance with this levy submission or payment, please create a query. The form includes a 'Batch/PO Number' field with the value 'CTF-WCPS-26092023-001062'. Below this are two rows of fields: 'Project Title' (Test 2023 09 26) and 'Project Number' (005). A red box highlights the 'Create Query' button in the top right corner.

**5) Select the “Refund or Cancellation Query” category.**

The screenshot shows the 'New Query' form. On the left, the 'Project' section contains fields for 'Batch/PO Number' (CTF-WCPS-26092023-001062), 'Project Title' (Test 2023 09 26), and 'Project Number' (005). On the right, the 'New Query' section has a 'Category' dropdown menu with 'Refund or Cancellation Query' selected and highlighted by a red box. Below the category is a 'Description' field.

**6) Fill in information about the query.**

- Use the “Choose File” button to upload evidence of construction work cancellation.

The screenshot shows the 'New Query' form with the 'Subject' field filled with 'Project cancelled' and the 'Description' field filled with 'This project was cancelled. Please see attached email from the local government regarding notice of cessation for the project.' Both fields are highlighted by a red box. Below the description is a section for attaching files, with a 'Choose File' button highlighted by a red box. The button is labeled 'Choose File' and 'BAB acceptance from City.pdf'.

**7) Click on the “Create” button.**

The screenshot shows two buttons: 'Create' and 'Discard'. The 'Create' button is highlighted by a red box.

**8) Your query will appear in the queries section; we will contact you about the refund.**

- We will reply to your request through the query function.
- You will be required to complete a refund form, to provide additional documents, and to provide bank details for the refund.

**Queries**

To ask a question or request assistance with this levy submission or payment, please create a query.

Batch/PO Number

CTF-WCPS-26092023-001062


Project Title \* ?

Test 2023 09 26

Project Number \* ?

005

Project Builder

\* It may take a while for the new query to appear on the list  **Create Query**

Dennis → # Portals-Levy Portal

This project was cancelled. Please see attached email from the local government regarding notice of cessation for the project.

BA8 acceptance from City.pdf (239.63 KB)

**Report the final construction cost****1) What you need to know about reporting the final construction cost.**

- After reporting the final construction values, you may be entitled to a refund or may be required to pay additional levy.
- If you are entitled to a refund, we may contact you via the queries function or email for further information.
- If you are required to pay additional levy, please make the payment via “Pay Levy” button after updating the levy submission.

**2) Select the levy submission on the Levy Management List to view the levy submission.**

- You may use the filters to search for the levy submission.

Project Number

005

Project Title

Project Stage

Project Status

Street

Suburb

Created On

**Search** **Reset**

- Click on the levy submission to view its details.


Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023


**3) Click on the “Edit” button.**

**View Project - 005**

[Edit](#) [Query](#) [Pay Levy](#) [View Attachment](#)

Batch/PO Number  
CTF-WCPS-26092023-001062

Project Number \*  005

Project Title \*  Test 2023 09 26

**4) Fill in the actual construction values and click on the “Update” button.**

**Actual Construction Values**  
Upon completion of the construction work, please enter the final construction values below

Actual Commencement  
02/08/2023

Actual Completion  
20/09/2023

Actual Construction Cost Including GST  
60000

**Levy Payment Details**

Reference No	Amount	Payment Status	Submitted On	Response Code	Response Text	CTF Confirmed On
CLP-3AF2CD342EFE4EEA9E857731A-170953	\$60.00	Pay by EFT	26/09/2023 12:35 PM			

[Update](#)

**5) If you have an additional levy payment, a message will display noting the additional levy.  
Please click on the “Pay “levy” button to proceed with payment.**


Home / Levy Management List / Project


**View Project - 005**

[Edit](#) [Query](#) [Pay Levy](#) [View Attachment](#)

Updated Successfully!  
Please make payment for the additional levy using the Pay Levy button.

Batch/PO Number  
CTF-WCPS-27092023-001069

Project Number \*  005

Project Title \*  Test 2023 09 26

**6) If you are entitled to a refund, we will begin processing the refund.**

- We may contact you via the queries function or email for further information.

Updated Successfully!  
You will receive a refund and it'll be processed soon.

## Download the levy payment request / invoice and levy receipt

**1) The levy payment request / invoice and levy receipt will be sent to your email and are available for download on the Levy Portal.**

- The levy payment request / invoice is available for download 15 minutes after you've selected "Pay by EFT" or 15 minutes after you've successfully completed payment by credit card.
- The levy receipt is available for download after the levy payment has been verified by CTF's finance department. This occurs within 3 working days of payment.

**2) Select the levy submission on the Levy Management List to view the levy submission**

- You may use the filters to search for the levy submission.

Project Number:  Project Title:  Project Stage:  Project Status:  Street:

Suburb:  Created On:

- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

3) Click on the “View attachment” button.

View Project - 005

Edit

Query

Pay Levy

View Attachment

Batch/PO Number

CTF-WCPS-26092023-001062

Project Number \* ?

005

Project Title \* ?

Test 2023 09 26

4) Click on the link under “File Info” to download the file.

Attachment(s)

Request

Request ID \*  
INV-171805-J6P0T9  
Project Info  
Project No \*  
005

View Attachment(s)

Details

File Info

CTF Levy Payment Request.pdf

CTF Levy Payment Request.pdf ?

Asking a question about a levy submission

1) Select the levy submission on the Levy Management List to view the levy submission.

- You may use the filters to search for the levy submission.

Project Number

Project Title

Project Stage

Project Status

Street

Suburb

Created On

Search

Reset

- Click on the levy submission to view its details.

Project No	Project Title	Estimated Construction Cost	Levy Value	Levy Balance	Project Status	Payment Status	Address	Created On ↓
005	Test 2023 09 26	\$30,000.00	\$60.00	\$0.00	In Progress	Paid	105A Belgravia Street ARMADALE 6112	26/09/2023

**2) Click on the “Query” button.**

**View Project - 005**

Batch/PO Number  
CTF-WCPS-26092023-001062

Project Number \* ? 005

Project Title \* ? Test 2023 09 26

Buttons: Edit, **Query**, Pay Levy, View Attachment

**3) Click on “Create Query” button.**

**Queries**

To ask a question or request assistance with this levy submission or payment, please create a query.

Batch/PO Number  
CTF-WCPS-26092023-001062

Project Title \* ?  
Test 2023 09 26

Project Number \* ?  
005

\* It may take a while for the new query to appear on the list

No queries to display.

**Create Query**

**4) Select the relevant category.**

**New Query**

Category \*

General Query

Construction Work Details Error or Amendment  
Payment, Payment Request or Receipt Query  
Refund or Cancellation Query  
**General Query**

Description \*



**5) Fill in information about the query.**

- Use the “Choose File” button to upload documents if required.

Category \*

Payment, Payment Request or Receipt Query

Subject \*

Can I pay by instalments instead?

Description \*

Hi folks, can I pay by instalments instead?

\* You are allowed to attach a file with the max size of 2 MB. Accepted file types are [PDF/JPEG/GIF/PNG/TIFF].

Choose File No file chosen

**6) Click on the “Create” button.**

Create Discard

**7) Your query will appear in the queries section.**

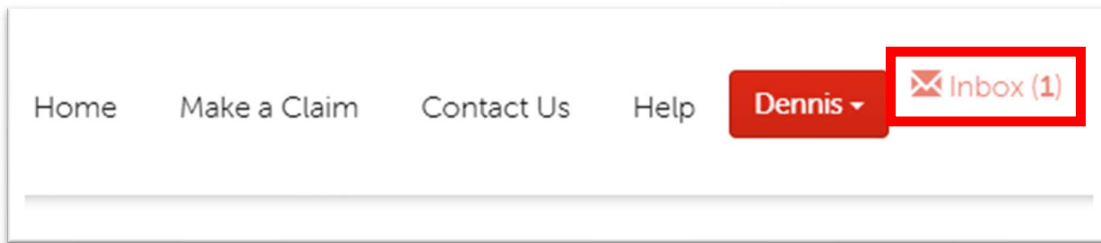
\* It may take a while for the new query to appear on the list

Create Query

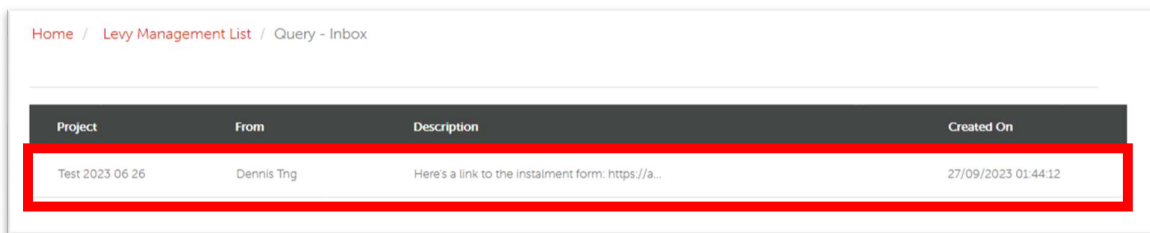
Dennis → # Portals-Levy Portal

Hi folks, can I pay by instalments instead?

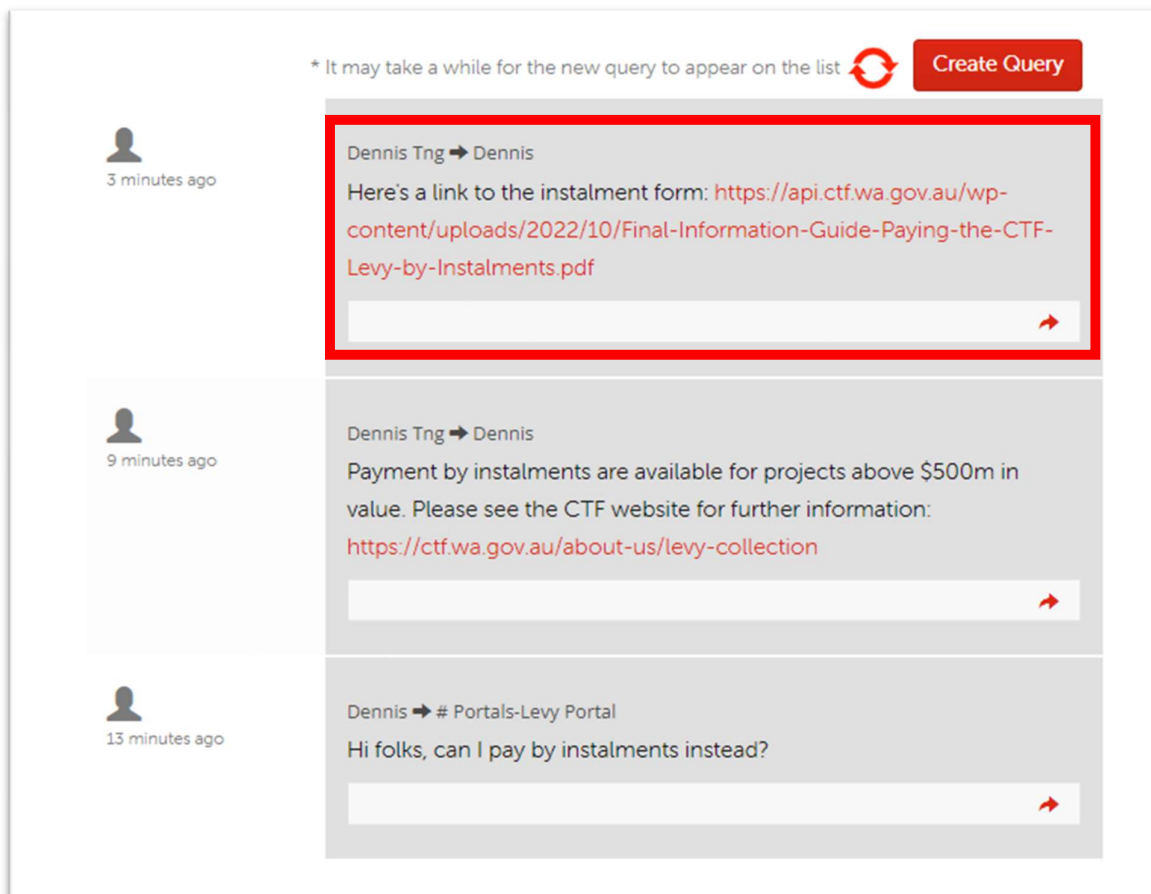
8) When you receive a reply, the “Inbox” will show up after you sign in. Click on the “Inbox” link.



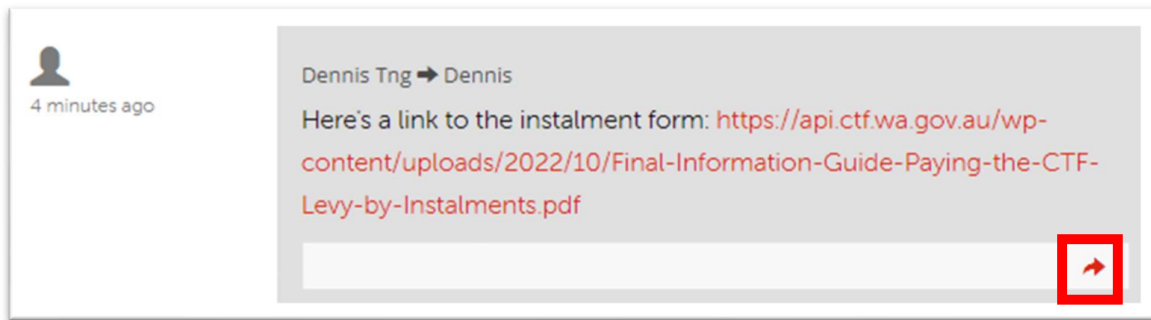
9) Select the response you would like to view.



10) The reply will be displayed on the project's query page.



11) To response to the reply, click on the “Reply” icon.



12) Fill in the response in the same way that you’ve submitted the query.



**New Query**

Category \*  
General Query

Subject \*

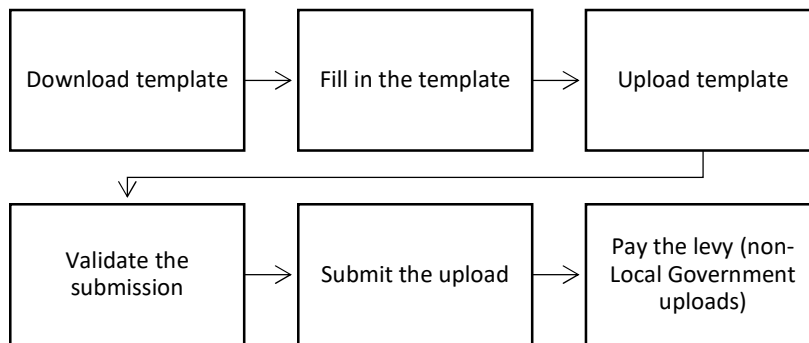
Description \*

## Register multiple construction works at one time (bulk levy upload)

These instructions are for registering multiple levy submissions at one time using a .csv file template.

- Using the bulk levy upload will group the levy submissions into a single the levy payment.
- If you require separate levy payment requests / invoices or separate levy receipts, please use submit the projects as single levy submissions. Please refer to the [Pay for a single levy submission](#) section on page 6.
- **LOCAL GOVERNMENTS:** Please use the bulk upload function for non-local government projects. If you are submitting and paying the levy for construction work undertaken for the local government, please register and pay the levy as a single submission. Please refer to the [Pay for a single levy submission](#) section on page 6.

The process for using the bulk upload function is as follows:



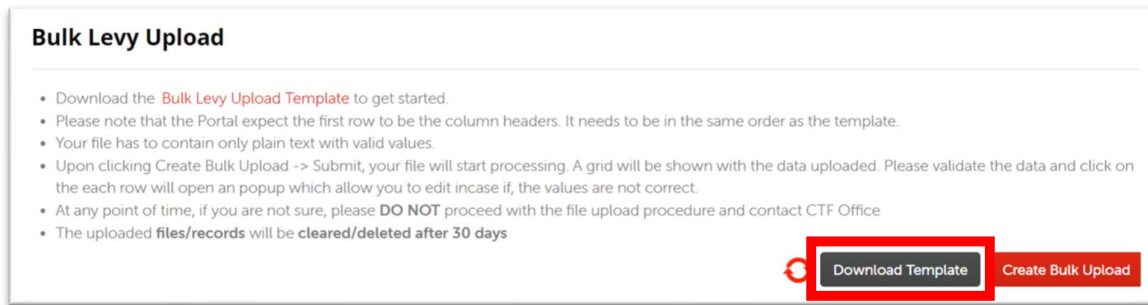
- 1) **DOWNLOAD TEMPLATE:** On the Levy Management List, click on the “Bulk Levy Upload” button.

The screenshot shows the 'My Projects' interface. At the bottom right, there are three buttons: 'Export Project List', 'Bulk Levy Upload' (highlighted with a red box), and 'Add Project'.

- 2) Select to view your uploads or all uploads from anyone in your company.

The screenshot shows the 'Bulk Levy Upload' page. It contains a list of instructions for uploading the template. Below the instructions, there is a dropdown menu labeled 'My Uploads' which is highlighted with a red box. Below the dropdown, there is a table with columns for 'My Uploads', 'GROUP TRUST', and 'Status'.

### 3) Click on the “Download Template” button to download the template.



### 4) FILL IN THE TEMPLATE: Take note of the following:

- **Do not change the file extension or the file type** – the file extension must be .csv. The file opens in Microsoft Excel and must be saved in the same extension. The file must not be saved as a Microsoft Excel file.
- **Use a unique file name** – The file name of each upload must be unique. We recommend adding the date of the upload to the start or end of the file name.
- **Please do not remove the headers or change the headers in any way** – the first row of the template contains the headers. These headers must not be changed or rearranged in any way.
- **Please remove the example data row** – the second row of the template contains example values. Please remove the data in this row prior to submitting the bulk upload.
- **All fields must contain only plain text** - your file must contain only plain text value, not macros or formulas.
- **Remove all line breaks** – the text within each field should not contain any line breaks or paragraphs. The values must be in a single line.
- **Date formatting** – dates must be in the format dd/mm/yyyy e.g., 01/12/2023 for 1<sup>st</sup> December 2023.
- **Dollar values** – do not use dollar signs (\$) or decimal points, i.e., \$5000.00 should be 5000.
- **Formulas** - none of the values should contain sub-totals or totals rows.
- **The following columns must be filled in -**
  - Description of Works
  - Commencement Date (Expected)
  - Completion Date (Expected; not required for Local Government uploads)
  - Street Name and Type (Street 1)
  - Suburb
  - Postcode
  - Project No

- Project Title – not required for Local Government uploads
- Value of Works
- Issuing Authority – not required for Local Government uploads; name of the primary local government e.g., City of Belmont.
- Levy Sector – not required for Local Government uploads; housing, commercial, engineering, or resources.
- Project Owner – not required for private entity/non-government uploads
- **Address information** - only enter the street name in the 'Street Name and Type' column, e.g., Smith Road. Do not enter the lot or house number, suburb, or postcode.
- **Suburb and postcode** – complete the upload using only valid suburbs and postcodes.
- **Delete extra text** – delete any text from cells below your last project entry.


An example of a completed template is shown below.


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Builders Regi	Description of Works*	Commencement	Completion	Multi Loca	Lot Numb	House Numb	Street Name & Type	Suburb	Postcode	State	Project No*	Project Title*	Value of Works*	Main BCA Issuing Authority*	Levy Sector*	
2		Bulk upload test 1	2/12/2021	2/12/2022	No		102	Test Road	HAMMOND PAR	6164	WA	BP23/123	Cat café fit out	50000	City of Cockburn	Commercial	
3		Bulk upload test 2	2/12/2021	2/12/2022	No			12 Test Street	ARMADALE	6112	WA	527-98	Doc CW12345	265300	City of Armadale	Commercial	
4		Bulk upload test 3	2/12/2021	2/12/2022	No			3 Test Circle	BELMONT	6064	WA	527-99	Doc CW23456	32600	City of Belmont	Commercial	
5																	

## 5) UPLOAD THE TEMPLATE: Click on the “Create Bulk Upload” button.

### Bulk Levy Upload

- Download the [Bulk Levy Upload Template](#) to get started.
- Please note that the Portal expect the first row to be the column headers. It needs to be in the same order as the template.
- Your file has to contain only plain text with valid values.
- Upon clicking Create Bulk Upload -> Submit, your file will start processing. A grid will be shown with the data uploaded. Please validate the data and click on the each row will open an popup which allow you to edit incase if, the values are not correct.
- At any point of time, if you are not sure, please **DO NOT** proceed with the file upload procedure and contact CTF Office
- The uploaded files/records will be **cleared/deleted after 30 days**




[Download Template](#)
[Create Bulk Upload](#)

## 6) Click on “Choose File” to select the file and click on “Upload”.

### Create Bulk Upload

What's allowed?

- Maximum file size is 2 MB
- .csv file using the template provided is allowed to upload.

Please retrieve the provided template for performing a bulk upload. Keep the header unchanged, complete the fields according to the provided header, and then proceed to upload the file here. After submitting this page, your uploaded file will undergo processing. Please exercise caution while following this procedure. \*

Choose File Bulk Levy Uplo...Template (1).csv

Submit

- If the select file name is not unique, an error message will appear.

### Create Bulk Upload

What's allowed?

- Maximum file size is 2 MB
- .csv file using the template provided is allowed to upload.


You already uploaded the file **Bulk Levy Upload GOV Template.csv**. Please upload a different file.


Please retrieve the provided template for performing a bulk upload. Keep the header unchanged, complete the fields according to the provided header, and then proceed to upload the file here. After submitting this page, your uploaded file will undergo processing. Please exercise caution while following this procedure. \*

Choose File No file chosen


**7) The upload will be processed. This may take up to 10 minutes.**


- The upload will appear in the bulk upload list with the status reason “Draft”.

Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Draft		26/09/2023 2:07 PM	



Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Draft		26/09/2023 2:31 PM	

- After processing, the status reason will changed to “Processed” or “Processed with Errors”.


Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	

Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 2:31 PM	

**8) VALIDATE THE SUBMISSION: Click on the bulk upload.**

Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Processed with Errors	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	26/09/2023 2:07 PM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	

- If you would like to delete the upload, click on the “Trash” icon beside the upload.

Name	File Name	Status Reason	Comments	Modified On ↓	Actions
CTF-LBU-0000001018	Bulk Levy Upload Template (1).csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 2:31 PM	



9) The status of the upload will appear. Take note of any errors in the submission.

**status**

Comments

Total record(s): 3, Processed record(s): 3  
ERROR: Row(s) contains error [4]

Total Record(s)  
3

Processed Record(s)  
3

Status Reason  
Processed with Errors

Is Government  
☐ No ☒ Yes

10) If there are errors in the submission, the specific row with the error will be highlighted in RED.

Click on the submission to amend the row.

- Each record with an error must be fixed as unfixed records will not be uploaded.
- The specific error will be described in the comments column.

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State
No			Shed	01/09/2023	02/12/2023	No	125		Grateful Way	HAMMOND PARK		WA
No			Single dwelling	01/09/2023	02/12/2023	No	126		Grateful Way	HAMMOND PARK	6164	WA
No	Row 4: Commencement Date (Expected) invalid date - 1/13/2023		Car port		02/12/2023	No	127		Grateful Way	HAMMOND PARK	6164	WA

- If there are no errors in the submission, all the rows will appear highlighted in green.

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State	Priority
No			Bulk upload test 1	02/12/2021	02/12/2022	No	12		Armadale Circle	HAMMOND PARK	6164	WA	BP
No			Bulk upload test 2	02/12/2021	02/12/2022	No	13		Armadale Circle	HAMMOND PARK	6164	WA	BP
No			Bulk upload test 3	02/12/2021	02/12/2022	No	14		Armadale Circle	HAMMOND PARK	6164	WA	BP

**11) Make the necessary amendments to fix the record.**

- The example below shows an invalid date of 1/13/2023 was submitted. This is corrected to 1/12/2023.

**Edit Bulk Upload Details - Invalid**

---


**Info**

Comments

Row 4: Commencement Date (Expected) invalid date - 1/13/2023


**Project**

Builders Registration Number	Commencement Date Expected *
<input type="text"/>	<input type="text" value="01/12/2023"/>
Project No *	Completion Date Expected *
<input type="text" value="BP23/28"/>	<input type="text" value="30/12/2023"/>

**12) After amending the necessary fields, click on the “Update” button.**

Street Name	Suburb
<input type="text" value="Armadale Circle"/>	<input type="text" value="HAMMOND PARK"/>
Postcode	State
<input type="text" value="6164"/>	<input type="text" value="WA"/>

**Update**



**13) Updated rows will be highlighted in white.**

**Bulk Upload Details** Edited Valid Warning In-valid

Is Updated	Comments	Builders Registration Number	Description of Works	Commencement Date Expected	Completion Date Expected	Multi Location	Lot Number	House Number	Street Name	Suburb	Postcode	State
No			Shed	01/09/2023	02/12/2023	No	125		Grateful Way	HAMMOND PARK		WA
No			Single dwelling	01/09/2023	02/12/2023	No	126		Grateful Way	HAMMOND PARK	6164	WA
Yes	Row 4: Commencement Date (Expected) invalid date - 1/13/2023		Car port	01/12/2023	30/12/2023	No	127		Grateful Way	HAMMOND PARK	6164	WA

**14) Continue amending the submission using steps 9 to 12 until all the errors are addressed.**

- You can also use steps 9 – 12 to amend valid rows.

**Edit Bulk Upload Details - Valid**

**Project**

Builders Registration Number	Commencement Date Expected *
<input type="text"/>	<input type="text" value="02/12/2021"/>
Project No *	Completion Date Expected *
<input type="text" value="BP23/123"/>	<input type="text" value="02/12/2022"/>
Project Title *	Value of Works
<input type="text" value="Armadale Circle"/>	\$ <input type="text" value="100000.00"/>

- If you would like to delete a row, click on the “Trash” icon beside that row.

Bulk Upload Details

EditedValidWarningIn-valid

Index	House Number	Street Name	Suburb	Postcode	State	Project No	Project Title	Value of Works	Main BCA Class	Issuing Authority	Levy Sector	Status Reason	Actions
		Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00		City of Armadale	Resources	Valid	
		Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00		City of Armadale	Resources	Valid	
		Armadale Circle	HAMMOND PARK	6164	WA	BP23/123	Armadale Circle	\$100,000.00		City of Armadale	Resources	Valid	

**15) SUBMIT THE UPLOAD: Click on “Submit for Process” to submit the bulk upload.**

**Info**

Submitted Date  Last Updated

File Name

**Submit for Process**

**16) The bulk upload will be submitted for processing.**

- You can view details of the submission by clicking on the bulk upload record.

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Submitted	Total record(s): 3, Processed record(s): 3 ERROR: Row(s) contains error [4]	27/09/2023 10:58 AM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	

**17) Once the bulk upload is processed, the bulk upload status reason will change to “Completed”.**

Name	File Name	Status Reason	Comments	Modified On	Actions
CTF-LBU-0000001012	Bulk Levy Upload GOV Template 2.csv	Completed	Total record(s): 3, Failed record(s): 0 Processed record(s): 3	27/09/2023 10:58 AM	
CTF-LBU-0000001010	Bulk Levy Upload GOV Template.csv	Processed	Total record(s): 3, Processed record(s): 3	26/09/2023 1:28 PM	

**18) PAY THE LEVY: Click on the \$ icon to go to the payment screen.**

- Local Governments:** The CTF levy team will send the payment request / invoice to you. Please do not pay the levy via the CTF Portal.

- When the payment request / invoice is ready, the \$ icon will appear under the Actions.

If the \$ figure does not appear, please wait 5 minutes and refresh the page by pressing CTRL+F5 on the keyboard.

Name	Portal User	File Name	Status Reason	Comments	Modified On	Actions
CTF-ARIES-29112023-0001067	Ali Asghari	Bulk Levy Upload Template no error 2023 09 27.csv	Completed	Total record(s): 4, Failed record(s): 0 Processed record(s): 4	29/11/2023 11:56 AM	\$

**19) Follow steps 5 to 7 on the [Pay for a single levy submission](#) section on page 8 to make payment.**

- Only one levy payment is required as the payment for all levy submissions made via the bulk upload is grouped into one.

## Pay a levy by instalments

Payment of the levy by instalment may be granted where the estimated construction cost is above \$500m. More information about instalment payments can be found on the CTF website.

Please contact our Levy Team to arrange for instalment payments.

## Need help?

### Troubleshooting tips

#### **I've registered for the CTF Portal but can't register construction work/s. Why?**

This may be to do with your account configuration and if it allows for levy payments.

Please contact our Levy Team.

#### **I am trying to upload my 'bulk levy upload' spreadsheet but it won't work. Why?**

The information in your spreadsheet, or your file format, is not correct or compatible.

Please review our compliance criteria on the [bulk levy upload](#) section on page 27 and update your spreadsheet. Then try uploading it again.

If you are still having issues, please contact our Levy Team.

#### **I've made a mistake when I registered my project details (address, estimated cost and/or project title). How do I change it?**

If you have *not* paid the levy, follow the instruction in the [Edit a levy submission](#) section on page 11.

You *cannot* update any details after you have paid the levy.

To make any changes to paid levy submissions, please contact our Levy Team.

#### **What project number should I use?**

The project number is your unique number for your internal reference. It can be any combination of letters and numbers.

#### **I accidentally registered the same construction work/project twice. How do I remove the duplicate work/project?**

If you have *not* paid for the levy submission, follow the instruction in the [Edit a levy submission](#) section on page 11.

You cannot delete paid levy submissions / construction works. Please follow the instructions in the [refunds](#) section in page 17.

#### **Where is my Levy Payment Receipt?**

We reconcile levy payments daily. If you have made payment by credit card or EFT, you should receive your CTF Levy Payment Receipt within three business days of the payment date and time.

Credit card transaction receipts are issued immediately and may be used as proof of payment for building permit applications together with the levy payment request / invoice.

**My registered construction work/project has been cancelled. How do I claim a refund of the CTF levy?**

Please follow the instructions in the [refunds](#) section in page 17 to request for a refund.

**Contact us**

We're here to help!

You can get in touch with our friendly team during business hours from Monday to Friday.

- [www.ctf.wa.gov.au](http://www.ctf.wa.gov.au)
- [levycompliance@ctf.wa.gov.au](mailto:levycompliance@ctf.wa.gov.au)
- (08) 9244 0100